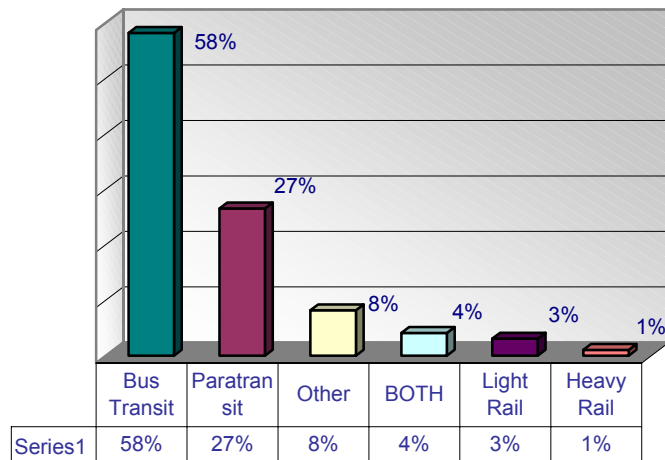1. Your agency provides the following types of public transportation services? (check all that apply):

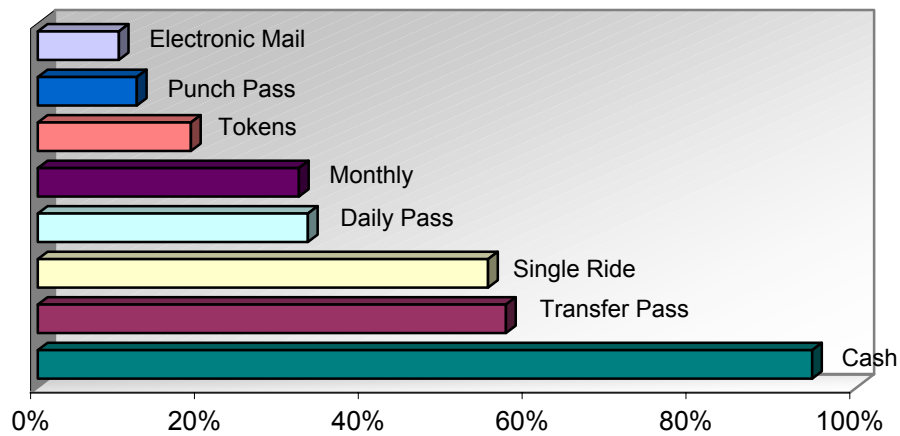|	Bus Transit	Paratransit	Other	BOTH	Light Rail	Heavy Rail
Series1	58%	27%	8%	4%	3%	1%

"Both" identifies those agencies operating both public transit and paratransit service

2. Which of the following service region classifications best describes your agency's service area?
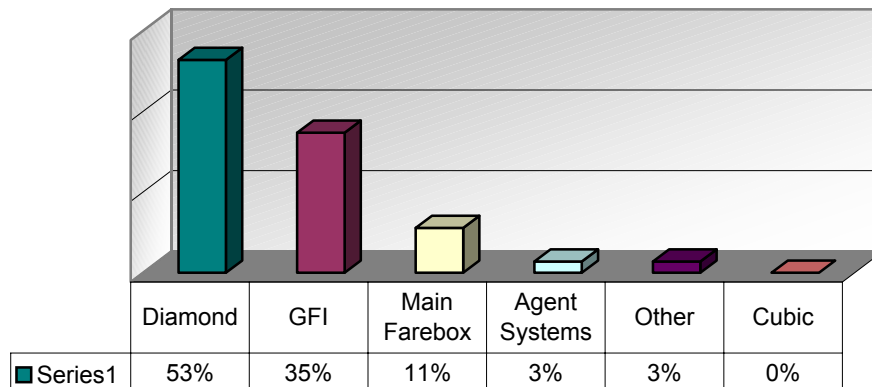

Large Urban 10%
Other 3%
Medium Urban 22%
Small Urban 37%
Rural 28%

INTERREGIONAL 11%
INTERCITY 23%
CITY 40%
COUNTY 26%
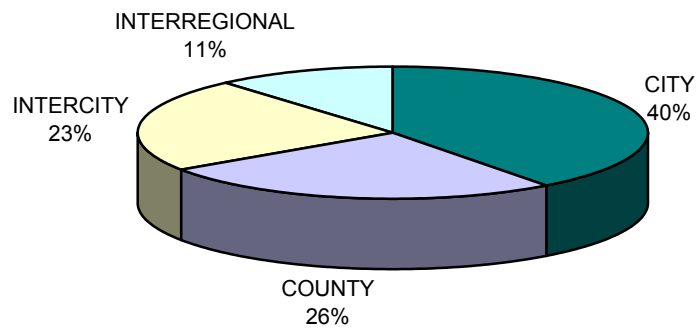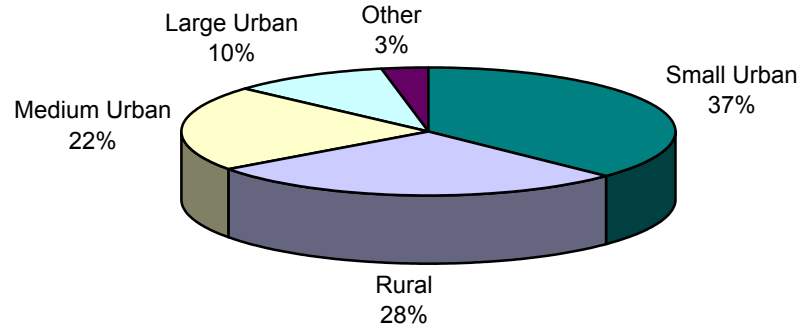
3.   Which of the following passenger fare media is/are currently used by your agency?

Electronic Mail
Punch Pass
Tokens
Monthly
Daily Pass
Single Ride
Transfer Pass
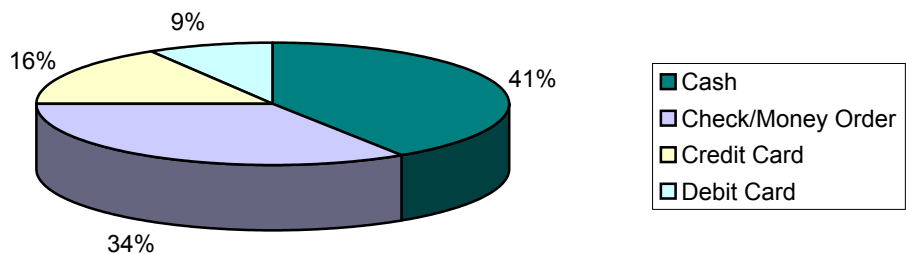Cash

0%   20%   40%   60%   80%   100%

4.   Does your agency use farebox equipment for collecting cash and/or tokens?

No
14%

Yes
86%
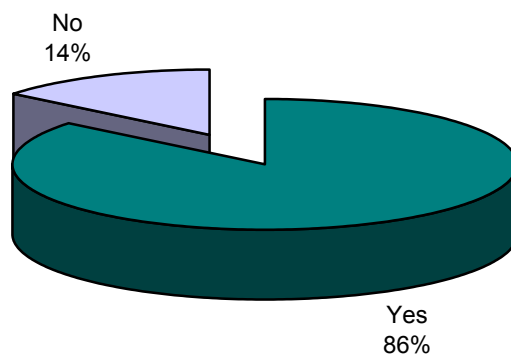
5.   Who manufactures the farebox equipment?

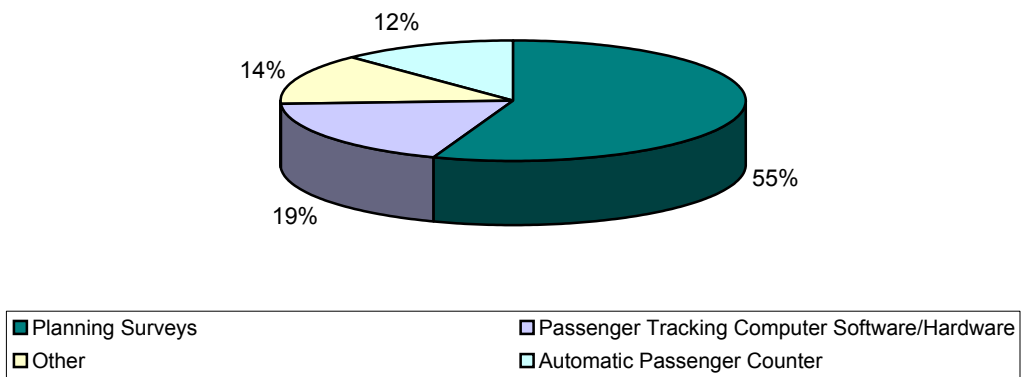|	Diamond	GFI	Main Farebox	Agent Systems	Other	Cubic
Series1	53%	35%	11%	3%	3%	0%

6. What method(s) of payment does your agency accept for non-cash passenger fares (tokens, passes, electronic cards, etc.)? (check all that apply):

9%
16%
41%
34%

- Cash
- Check/Money Order
- Credit Card
- Debit Card

7. Where does your agency sell passenger fare media? (check all that apply):

Category	Percentage
Main Office	~88%
Mail	~58%
Other	~57%
Transportation Centers	~32%
Phone	~25%
Retail Stores	~25%
Local Employers	~23%
Government Building	~18%
On bus	~15%
Schools	~12%
Internet	~11%
Kiosks	~9%
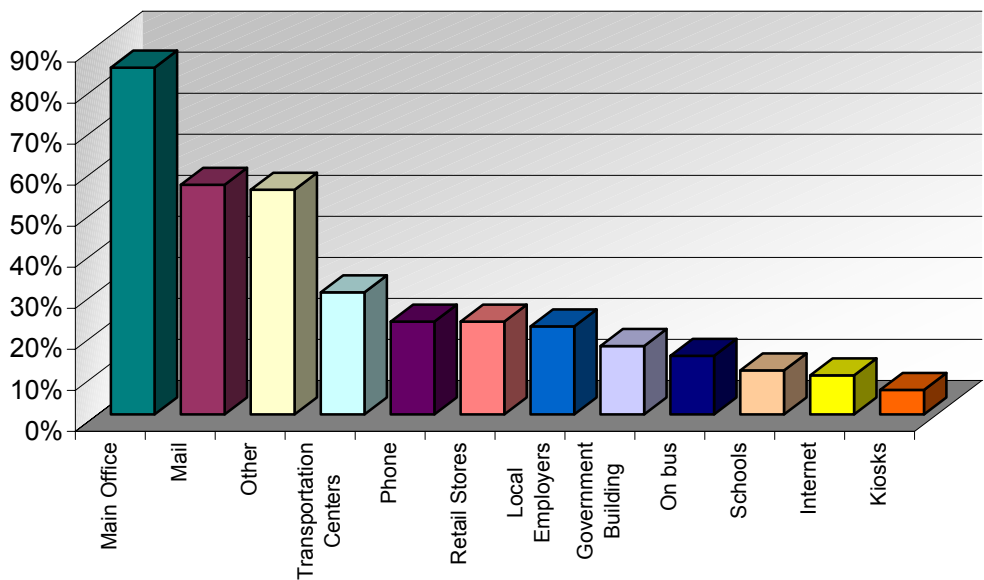
8. Which of the following business amenities does your agency currently use? (check all that apply):

12%
14%
55%
19%

- Planning Surveys
- Passenger Tracking Computer Software/Hardware
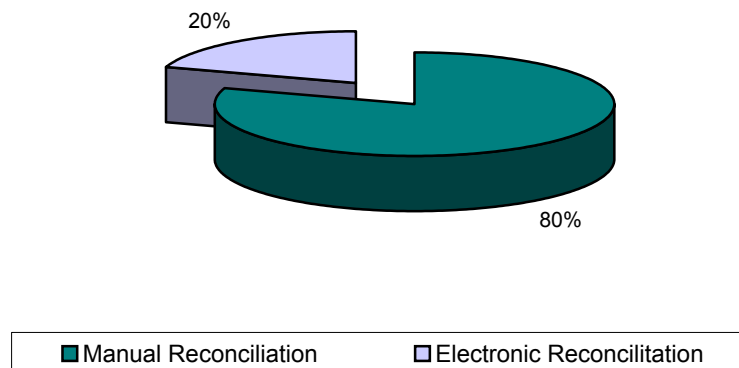- Other
- Automatic Passenger Counter

9.   Does your agency have an interagency service agreement (an agreement to provide any kind of coordinated transportation service with another provider, and/or for another governmental agency)?

No
20%

Yes
80%
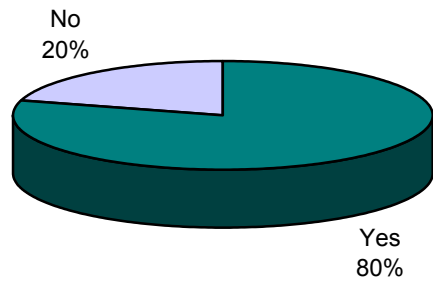
10. What types of coordinated services does your interagency agreement cover? (check all that apply):

Coordinated Fare Collection

Interagency Fare Payment

Coordinated Transfer Pass

0%   10%   20%   30%   40%   50%   60%   70%
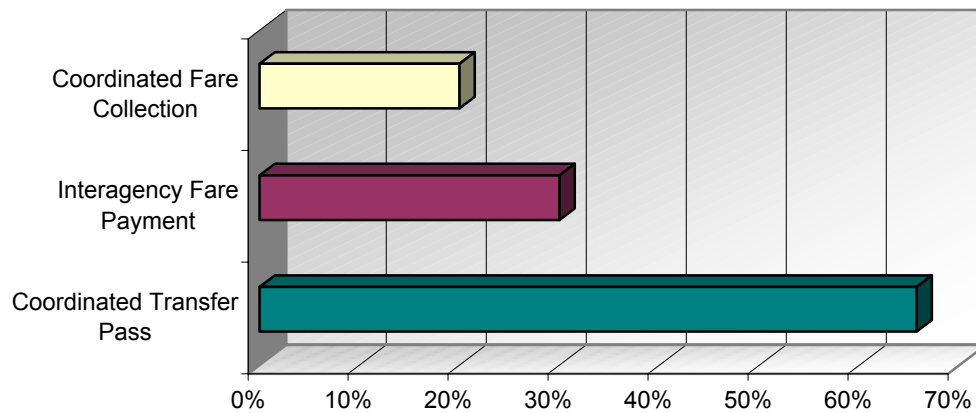
11. How is your agency reconciling the passenger fares collected under this agreement?

20%

80%

■ Manual Reconciliation   □ Electronic Reconcilitation

12. How does your agency distribute interagency passenger fare reimbursements?


- Cash Disbursement
- Electronic Funds

3%

97%
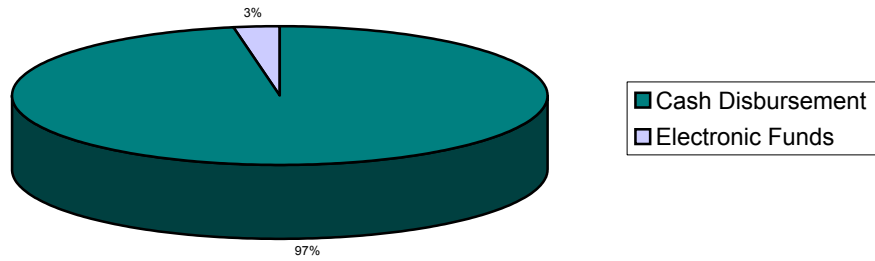
13. Would you like information on how to establish any of the following types of coordinated services with other local and regional public transportation providers in your area? (check all that apply):

Coordinated Transfer Pass
Coordinated Fare Collection
Interagency Fare Payment
Interagency Service Agreements

42% 43% 44% 45% 46% 47% 48% 49% 50%
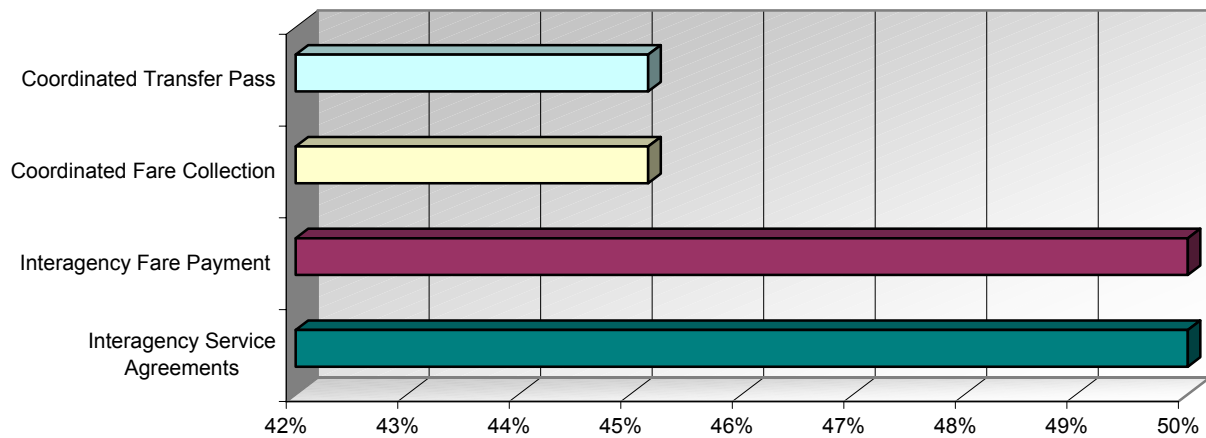
14. Does your agency have future plans to establish any of the following types of coordinated services with other local/regional public transportation providers? (check all that apply):
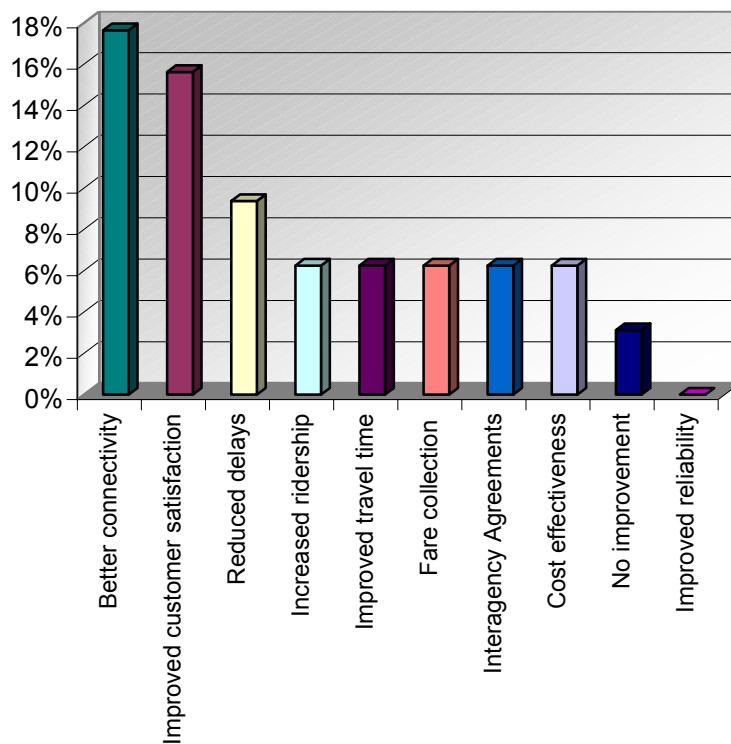

Interagency Service Agreements
Coordinated Transfer Pass
Coordinated Fare Collection
No Plans

0% 5% 10% 15% 20% 25% 30% 35% 40%
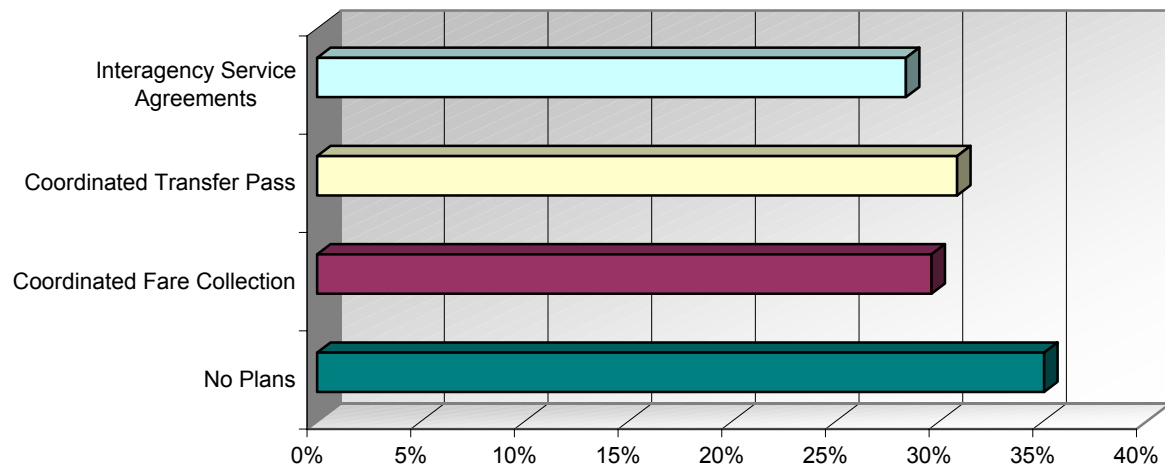
15. Has your agency entered into contract for fare collection or fare media improvements in the last 18 months?

Yes
15%

No
85%
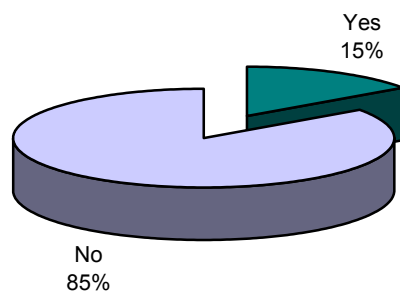
16. Has your agency considered using electronic fare technology?

No
29%

Yes
36%

Currently Using
11%

Not Appropriate
24%
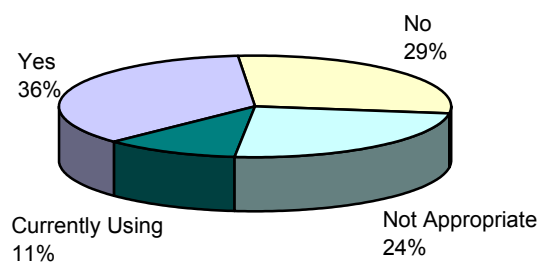
17. If your agency is currently using electronic fare technology, what are some of the benefits your agency has realized?

Category	Percentage
Better connectivity	18%
Improved customer satisfaction	16%
Reduced delays	10%
Increased ridership	6%
Improved travel time	6%
Fare collection	6%
Interagency Agreements	6%
Cost effectiveness	6%
No improvement	3%
Improved reliability	0%

18. What do you see are the obstacles to the use of electronic fare technology?(check all that apply):

■ Financial	
▣ Technology	
▢ Institutional	
▢ Other	

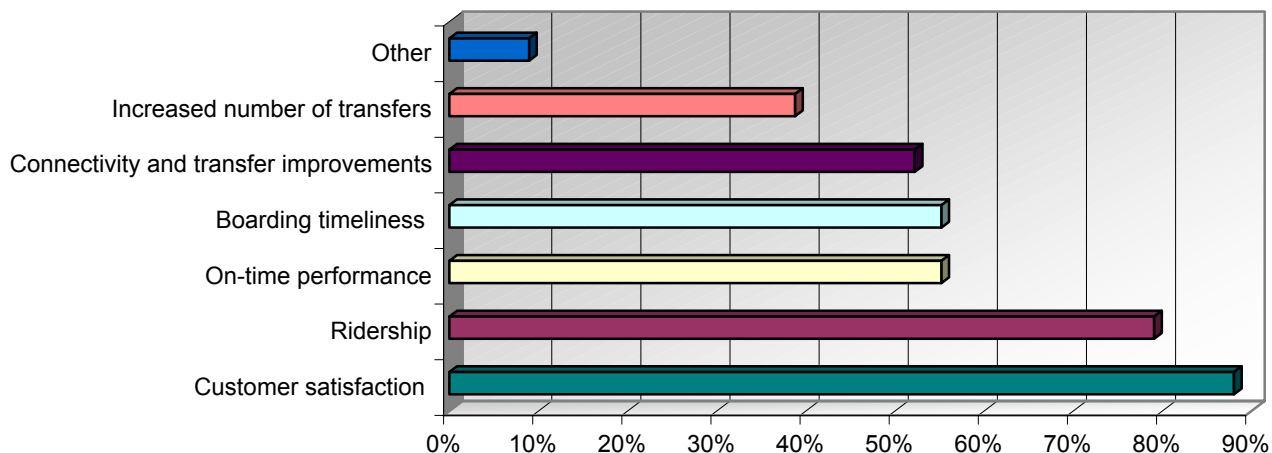- 48% Financial
- 20% Technology
- 19% Institutional
- 13% Other
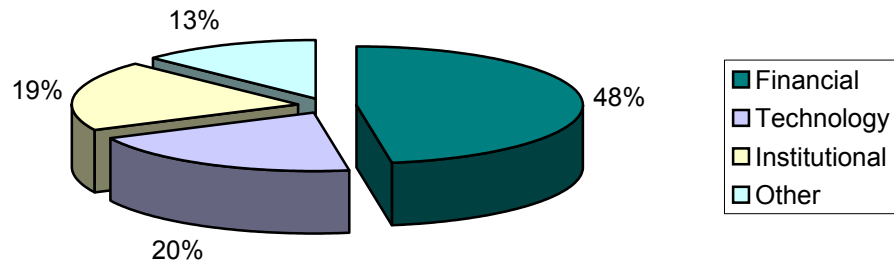
The category "other" included: Size of System; Maitenance; Geographic location.

19. How is your agency funding the use of electronic fare technology? (check all that apply):

- State funding source(s) 0%
- Local funding source(s) 60%
- Federal funding source(s) 40%
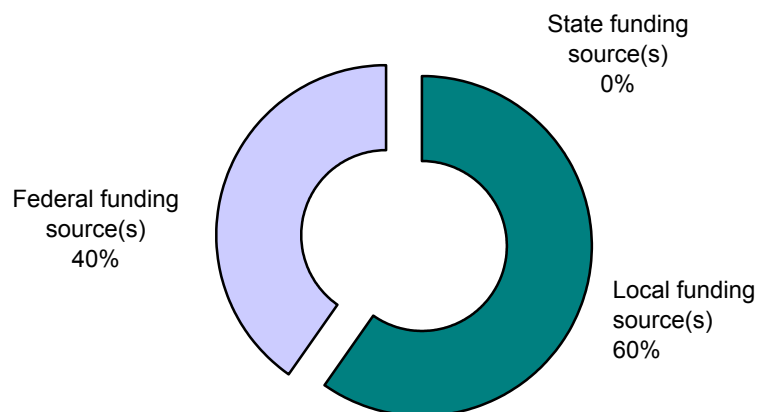
20. Which of the following performance measures is your agency using (or would consider using) to determine the overall effectiveness of your electronic fare collection/stand alone card reader system? (check all that apply):

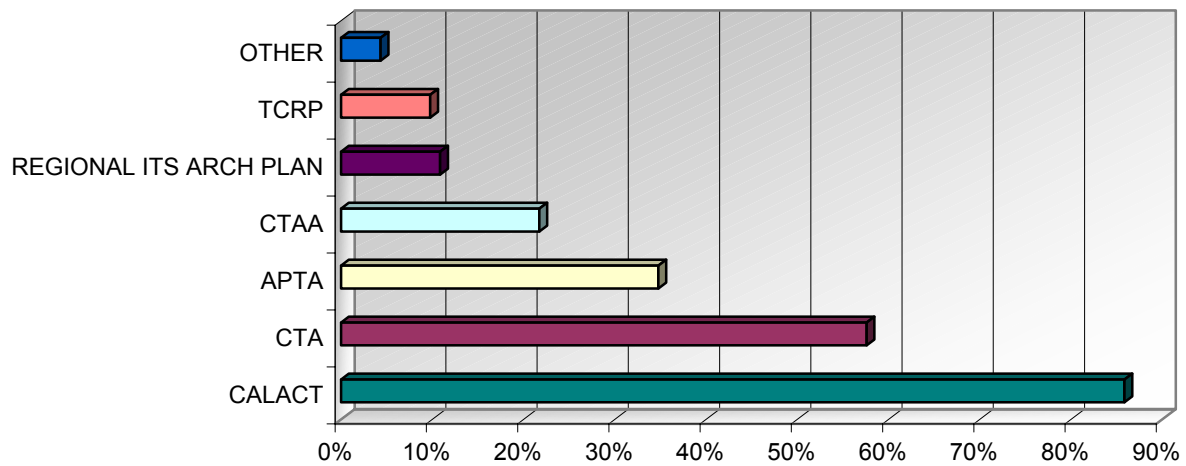| Measure	Percentage
Other	~8%
Increased number of transfers	~40%
Connectivity and transfer improvements	~53%
Boarding timeliness	~56%
On-time performance	~56%
Ridership	~80%
Customer satisfaction	~88%

21. If your agency is considering implementation of electronic fare technology sometime in the future, can your current farebox system be upgraded to incorporate an electronic fare collection system?

Category	Percentage
Coordinated Transfer Pass	~22%
Interagency Service Agreements	~24%
Interagency Fare Payment	~26%
Coordinated Fare Collection	~33%
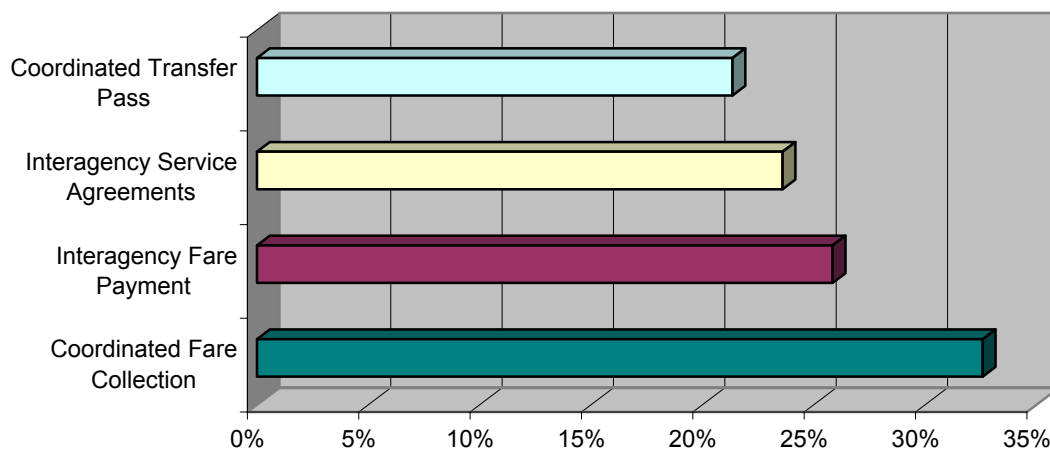
22. Would your agency consider using a non-farebox integrated or stand alone reader system?

Yes
24%

No
20%

Not Sure
56%
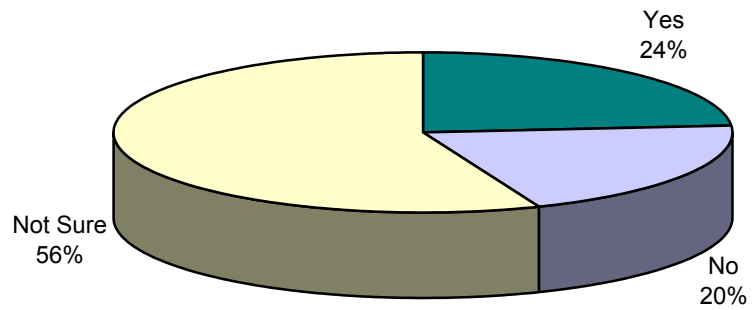
23. Is your agency a member of any of the following public transportation organizations and/or working groups?

Organization	Percentage
OTHER	~5%
TCRP	~11%
REGIONAL ITS ARCH PLAN	~12%
CTAA	~22%
APTA	~35%
CTA	~58%
CALACT	~86%

24. Would your agency be interested in attending an electronic fare technology, and/or interoperability discussion hosted by the California Department of Transportation?

No
19%

Yes
81%